

1-800-BetsOff Help Line

Monthly Activity Report

November 2016

Activity

	#	Ave length
Hotline Calls	440	2 min
Live Chat	4	7 min

Day of Week

	Hotline		Live Chat	
Monday	59	13%	1	25%
Tuesday	65	15%	2	50%
Wednesday	74	17%	1	25%
Thursday	52	12%	0	0%
Friday	76	17%	0	0%
Saturday	60	14%	0	0%
Sunday	54	12%	0	0%

Time of Day:

	Hotline		Live Chat	
Midnight - 8 a.m.	35	8%	0	0%
8 a.m. - Noon	130	30%	0	0%
Noon - 4 p.m.	136	31%	1	25%
4 p.m. - 8 p.m.	92	21%	3	75%
8 p.m. - Midnight	47	11%	0	0%

Primary Reason for call

	Hotline						Live Chat	
Casino banning	56	13%	8	2%	48	11%	4	100%
Gambler's Anonymous info	9	2%	6	1%	3	1%	0	0%
Need local # for treatment center	0	0%	0	0%	0	0%	0	0%
Other gambling related issue/?	6	1%	3	1%	3	1%	0	0%
Treatment inquiry for self	66	15%	34	8%	32	7%	0	0%
Treatment inquiry for other	18	4%	6	1%	12	3%	0	0%
*Sub-Total	155	35%	57	13%	98	22%	4	100%
Information about line	11	3%	7	2%	4	1%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	117	27%	41	9%	76	17%	0	0%
Lottery issue/question	37	8%	22	5%	15	3%	0	0%
Other (wrong #, hang up, prank, etc.)	120	27%	42	10%	78	18%	0	0%
Sub-Total	285	65%	112	25%	173	39%	0	0%
GRAND TOTAL	440	100%	169	38%	271	62%	4	100%

Call Outcomes

	Hotline						Live Chat	
Instructed to contact casino	114	25%	41	13%	73	23%	0	0%
Provided gambling assistance/counseling	9	2%	4	1%	5	2%	1	25%
Referred to IDPH/Website	2	0%	2	1%	0	0%	0	0%
Referred to Lottery	35	8%	22	7%	13	4%	0	0%
Referred to national #/out of state source	94	21%	1	0%	93	29%	0	0%
Referred to treatment provider	42	9%	42	13%	0	0%	0	0%
Supplied requested info	24	5%	16	5%	8	3%	2	50%
Sub Total	320	71%	128	29%	192	43%	3	75%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	128	29%	46	10%	82	18%	1	25%
Sub Total	128	29%	46	10%	82	18%	1	25%
GRAND TOTAL	448	100%	174	39%	274	61%	4	100%

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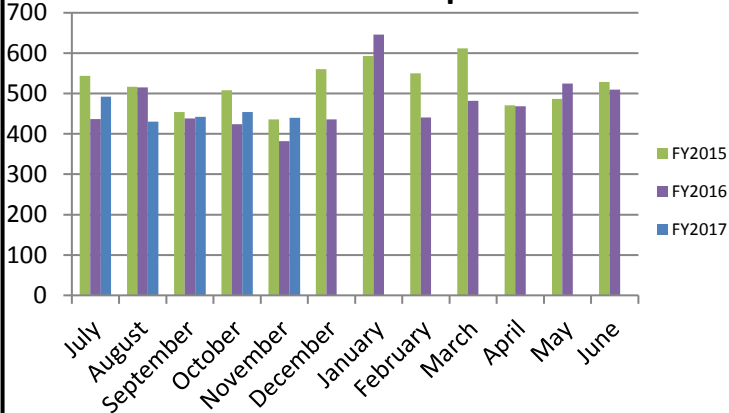
November 2016

Agency detailed information

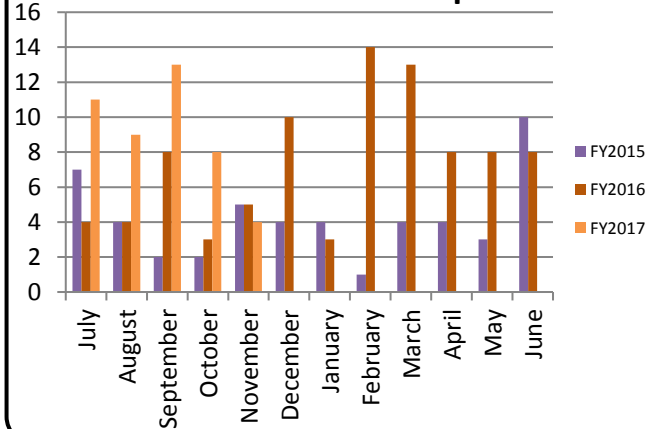
	Total Referrals		
	Hot Line #	Live Chat #	Total
ADDS of Southeast Iowa	5	0	5
Pathways	6	0	6
Prelude	14	0	14
Problem Gambling Recovery Services	1	0	1
Community & Family Resources	2	0	2
Family Services	2	0	2
Jackson Recovery Center	3	0	3
Compass Pointe	2	0	2
Substance Abuse Services	5	0	5
Prairie Ridge Treatment Center	2	0	2
TOTAL	42	0	42

Warm Hand Off		
Attempted	Success	%
5	3	60%
6	3	50%
9	8	89%
1	1	100%
1	0	0%
2	2	100%
3	2	67%
2	2	100%
5	4	80%
2	2	100%
36	27	75%

Hotline SFY Comparison



Live Chat SFY Comparison



Where did you hear about hotline

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Not applicable	170	120	107	109	125								631
Billboard	8	4	4	6	5								27
Casino	223	228	233	244	222								1150
Lottery	47	37	41	35	40								200
Radio	1	2	2	9	3								17
Refused to	0	0	2	5	5								12
TV	4	3	4	1	2								14
Website - Bets Off	25	24	42	34	28								153
Website - Other	0	1	3	5	1								10
Other	21	11	17	14	13								76

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